Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents Bottom Number - First Contact Resolution

				- i iist contact i
Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 1	1 1
		Wayne Andersen	3	3 3
		Assigned to Individual Total	4 4	4
	Help Desk	Brenda Treadway	1	1 1
		Tom Paden	1 0	1 0
		Assigned to Individual Total	2	2 1
	Metro D Desktop Support	Greg Clawson	88 83	88 83
		Kevin Perry	2 0	2 0
		Rod Tucker	43 43	43 43
		Assigned to Individual Total	133 126	133 126
	Metro D Help Desk	John Robinson	2	2

			Low	FCR Total
Alcoholic Beverage Control	Metro D Help Desk	Assigned to Individual Total	2	2 1
	Assigned Group Total		141 132	141 132
Customer Company Total		141 132	141 132	

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	Low	MIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0	1 0
		Wayne Andersen	3 0	3 0
		Assigned to Individual Total	4 0	4 0
	Help Desk	Brenda Treadway	1 0	1 0
	Metro D Desktop Support	Tom Paden	1 0	1 0
		Assigned to Individual Total	2 0	2 0
		Greg Clawson	88 0	88 0
		Kevin Perry	2	2 1
		Rod Tucker	43 0	43 0
		Assigned to Individual Total	133 1	133 1
	Metro D Help Desk	John Robinson	2	2 0

			Low	MIR Total
Alcoholic Beverage Control	Metro D Help Desk Assigned to Individual Total Assigned Group Total		2 0	2 0
			141 1	141 1
Customer Company Total			141 1	141 1

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents Bottom Number -Average time in hours

Customer Company	Customer Company Assigned Group Assigned to Individual		Low	ATTIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0.00	1 0.00
		Wayne Andersen	3 0.00	3 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Help Desk	Brenda Treadway	1 0.00	1 0.00
	Metro D Desktop Support	Tom Paden	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
		Greg Clawson	88 0.01	88 0.01
		Kevin Perry	2 1.34	2 1.34
		Rod Tucker	43 0.00	43 0.00
		Assigned to Individual Total	133 0.02	133 0.02
	Metro D Help Desk	John Robinson	2 0.00	2 0.00

			Low	ATTIR Total
Alcoholic Beverage Control	Metro D Help Desk	Assigned to Individual Total	2 0.00	2 0.00
	Assigned Group Total		141 0.02	141 0.02
Customer Company Total		141 0.02	141 0.02	

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group			MR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0	1 0
		Wayne Andersen	3 0	3 0
		Assigned to Individual Total	4 0	4 0
	Help Desk	Brenda Treadway	1 0	1 0
	Metro D Desktop Support	Tom Paden	1 0	1 0
		Assigned to Individual Total	2 0	2 0
		Greg Clawson	88 1	88 1
		Kevin Perry	2 1	2 1
		Rod Tucker	43 0	43 0
		Assigned to Individual Total	133 2	133 2
	Metro D Help Desk	John Robinson	2 0	2 0

			Low	MR Total
Alcoholic Beverage Control	Assigned Group Total Metro D Help Desk Assigned to Individual Total		2 0	2 0
			141 2	141 2
Customer Company Total		141 2	141 2	

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents Bottom Number - Average time in hours

Customer Company	stomer Company Assigned Group Assigned t		Low	ATTR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0.00	1 0.00
		Wayne Andersen	3 0.00	3 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Help Desk	Brenda Treadway	1 0.00	1 0.00
	Metro D Desktop Support	Tom Paden	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
		Greg Clawson	88 0.17	88 0.17
		Kevin Perry	2 5.20	2 5.20
		Rod Tucker	43 0.00	43 0.00
		Assigned to Individual Total	133 0.19	133 0.19
	Metro D Help Desk	John Robinson	2 0.11	2 0.11

			Low	ATTR Total
Alcoholic Beverage Control	Metro D Help Desk	Assigned to Individual Total	2 0.11	2 0.11
	Assigned Group Total		141 0.18	141 0.18
Customer Company Total			141 0.18	141 0.18

Alcoholic Beverage Control

Detail

INC000000572255	Justin Broderick	Print/Copy/Scan/Fax	None	None		TIR Missed:	Yes	2.02
Metro D D	esktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed:	Yes	9.00
INC000000572425	Liquor Store 22	Application	Error	Triversity Poin	t-of-Sale	TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000572998	Liquor Store 24	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000572999	Liquor Store 19	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000573000	Bill Garner	Application	Error	Surveillix Surv	eillance Systems	TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000573002	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000573006	Liquor Store 45	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.04
INC00000573196	Liquor Store 17	Application	Error	Microsoft Wind	dows XP Professi	TIR Missed:	No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573201	Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000573630	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000573698	Liquor Store 45	Application	Error	Triversity Poin	t-of-Sale	TIR Missed:	No	0.00
Metro D D	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000573699	Liquor Store 44	Application	Error	Triversity Poin	t-of-Sale	TIR Missed:	No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573762	Margaret Hardie	Application	None	None		TIR Missed:	No	0.00
Metro D De	esktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574350	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574353	Liquor Store 41	Print/Copy/Scan/Fax	Incident	Triversity Poin	t-of-Sale	TIR Missed:	No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.67
INCOCCOCCT 4270	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
INC000000574379	900. 010.0							

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INC000000574450	Liquor Store 27	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574452	Liquor Store 35	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574778	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574823	Liquor Store 03	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574844	Liquor Store 36	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574845	Liquor Store 36	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574943	Liquor Store 36	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.04
INC000000574944	Liquor Store 44	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574948	Liquor Store 41	Application	Reporting	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000574997	Liquor Store 43	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574998	Liquor Store 03	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575000	Liquor Store 45	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575010	Liquor Store 44	Application	Reporting	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575011	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575014	Liquor Store 31	Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575342	Lorrie Hill	Application	Password	Novell eDirect	tory	TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575498	Liquor Store 19	PC/Laptop	Error	Microsoft Win	dows XP Profes	sic TIR Missed:	No	0.00

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INC000000575505 Liquor Store 18	PC/Laptop	Error	Microsoft Win	dows XP Profes	sic TIR Missed:	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575614 Liquor Store 41	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575621 Liquor Store 13	Application	Reporting	None		TIR Missed:	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575716 Liquor Store 01	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575882 Liquor Store 18	Application	Reporting	Triversity Poin	it-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575944 Liquor Store 07	Application	Error	Triversity Poin	it-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575957 Liquor Store 41	Application	Error	Triversity Poin	it-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000575968 Liquor Store 37	Application	Error	Triversity Poin	it-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576179 Liquor Store 39	EIS Hardware	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576181 Liquor Store 01	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576185 Liquor Store 27	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576265 Liquor Store 37	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576460 Liquor Store 05	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576626 Liquor Store 25	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576627 Liquor Store 43	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000576634 Liquor Store 02	EIS Hardware	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000576636 Liquor Store 19	Application	None	None		TIR Missed:	No	0.00

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Metro D Desktop : INC000000576964 David Metro D Desktop : INC000000576976 Lique Metro D Desktop : INC000000577176 Lique Metro D Desktop : INC000000577178 Lique Metro D Desktop : INC000000577178 Lique Metro D Desktop : INC0000005777424 Lique Metro D Desktop : INC0000005777425 Lique Metro D Desktop : INC00000005777425 Lique Metro D Desktop :	Support Greg of Higley Programmer Greg of Support Greg of Support Rod Tor Store 14 Apport Rod Tor Store 10 Apport Greg of Support Greg of Support Rod Tor Store 13 Apport Rod Tor Store 45 Epungort Rod Tor Store 45 Epungort Rod Tor Store 36 Apport	rint/Copy/Scan/Fax Clawson oplication oplication oucker oplication Clawson oplication oucker oplication Clawson oplication oucker oplication oucker oplication oucker	Incident Alcoholic Beverage Control Incident Alcoholic Beverage Control None Alcoholic Beverage Control None Alcoholic Beverage Control Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None Alcoholic Beverage Control None Alcoholic Beverage Control	None Low None Low None Low None Low Novell GroupWise Low None Low None Low None	Closed Closed Closed Closed Closed Closed	TTR Missed: TIR Missed: TTR Missed: TIR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed:	No N	0.00 0.00 1.28 0.00 0.00 0.00 0.00 0.00 0.00 0.00
INC000000576964 David Metro D Desktop S INC000000576976 Lique Metro D Desktop S INC000000577009 Lique Metro D Desktop S INC000000577176 Lique Metro D Desktop S INC000000577238 Lique Metro D Desktop S INC000000577424 Lique Metro D Desktop S INC000000577425 Lique Metro D Desktop S INC000000577425 Lique Metro D Desktop S	d Higley Support Greg or Store 30 Support Rod T or Store 14 Support Rod T or Store 10 Support Greg or Store 13 Support Support For Store 13 Support For Store 45 Support Support For Store 45 Support For Store 36 Apport For Store 36	rint/Copy/Scan/Fax Clawson oplication oplication oucker oplication Clawson oplication oucker oplication Clawson oplication oucker oplication oucker oplication oucker	Incident Alcoholic Beverage Control None Alcoholic Beverage Control None Alcoholic Beverage Control Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None Alcoholic Beverage Control None	None Low None Low None Low Novell GroupWise Low None Low None Low	Closed Closed Closed Closed	TIR Missed: TTR Missed: TIR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed: TIR Missed: TTR Missed:	No No No No No No No No No	0.00 1.28 0.00 0.00 0.00 0.00 0.00 0.00
Metro D Desktop Metro D D D D D D D D D D D D D D D D D D D	Support Greg of Store 30 Apport Rod Tor Store 14 Apport Rod Tor Store 10 Apport Greg of Support Rod Tor Store 13 Apport Rod Tor Store 13 Apport Rod Tor Store 45 Epupport Rod Tor Store 45 Apport Rod Tor Store 36 Apport Rod	Clawson poplication fucker poplication fucker poplication Clawson poplication Clawson poplication fucker poplication fucker	Alcoholic Beverage Control None Alcoholic Beverage Control None Alcoholic Beverage Control Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None Alcoholic Beverage Control None	Low None Low None Low Novell GroupWise Low None Low	Closed Closed Closed	TTR Missed: TIR Missed: TTR Missed: TIR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed:	No	1.28 0.00 0.00 0.00 0.00 0.00 0.00 0.00
INC000000576976 Liquo Metro D Desktop : INC000000577009 Liquo Metro D Desktop : INC000000577176 Liquo Metro D Desktop : INC000000577238 Liquo Metro D Desktop : INC000000577424 Liquo Metro D Desktop : INC000000577425 Liquo Metro D Desktop :	or Store 30 Apsupport Rod Tor Store 14 Apsupport Rod Tor Store 10 Apsupport Greg or Store 13 Apsupport Rod Tor Store 45 Epsupport Rod Tor Store 45 Apsupport Rod Tor Store 36 Apsupport	oplication fucker oplication fucker oplication Clawson oplication fucker oplication fucker oplication fucker fucker fucker	None Alcoholic Beverage Control None Alcoholic Beverage Control Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None None	None Low None Low Novell GroupWise Low None Low	Closed Closed Closed	TIR Missed: TTR Missed: TIR Missed: TTR Missed: TTR Missed: TTR Missed: TIR Missed: TTR Missed:	No No No No No No No	0.00 0.00 0.00 0.00 0.00 0.00
Metro D Desktop 3 INC000000577009 Liquo Metro D Desktop 3 INC000000577176 Liquo Metro D Desktop 3 INC000000577238 Liquo Metro D Desktop 3 INC000000577424 Liquo Metro D Desktop 3 INC000000577425 Liquo Metro D Desktop 3	Support Rod T or Store 14 Ap Support Rod T or Store 10 Ap Support Greg G or Store 13 Ap Support Rod T or Store 45 Ep Support Rod T or Store 36 Ap	pplication ucker pplication Clawson pplication ucker pplication ucker ucker S Hardware ucker	Alcoholic Beverage Control None Alcoholic Beverage Control Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None None	Low None Low Novell GroupWise Low None Low	Closed	TTR Missed: TIR Missed: TTR Missed: TIR Missed: TTR Missed: TTR Missed: TTR Missed: TTR Missed:	No No No No No No	0.00 0.00 0.00 0.00 0.00 0.00
INC000000577009 Liquo	or Store 14 Apsupport Rod Tor Store 10 Apsupport Greg or Store 13 Apsupport Rod Tor Store 45 Epsupport Rod Tor Store 45 Epsupport Rod Tor Store 36 Apsupport Apsupport Rod Tor Store 36	oplication fucker oplication Clawson oplication fucker S Hardware fucker fucker	None Alcoholic Beverage Control Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None	None Low Novell GroupWise Low None Low	Closed	TIR Missed: TTR Missed: TIR Missed: TTR Missed: TIR Missed: TTR Missed:	No No No No No No	0.00 0.00 0.00 0.00 0.00
Metro D Desktop 3 INC000000577176 Liquo Metro D Desktop 3 INC000000577238 Liquo Metro D Desktop 3 INC000000577424 Liquo Metro D Desktop 3 INC000000577425 Liquo Metro D Desktop 3	Support Rod T or Store 10 Ap Support Greg of or Store 13 Ap Support Rod T or Store 45 Ep Support Rod T or Store 36 Ap	opplication Clawson pplication pplication ucker S Hardware ucker	Alcoholic Beverage Control Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None	Low Novell GroupWise Low None Low	Closed	TTR Missed: TIR Missed: TTR Missed: TIR Missed: TTR Missed:	No No No No	0.00 0.00 0.00 0.00
INC000000577176 Liquo Metro D Desktop : INC000000577238 Liquo Metro D Desktop : INC000000577424 Liquo Metro D Desktop : INC000000577425 Liquo Metro D Desktop :	or Store 10 Apport Greg or Store 13 Apport Rod Tor Store 45 Example 15 Support Rod Tor Store 36 Apport Apport Apport Rod Tor Store 36 Apport Apport Apport Rod Tor Store 36 Apport Apport Apport Rod Tor Store 36 Apport Rod T	oplication Clawson oplication cucker S Hardware cucker	Reporting Alcoholic Beverage Control None Alcoholic Beverage Control None	Novell GroupWise Low None Low	Closed	TIR Missed: TTR Missed: TIR Missed: TTR Missed:	No No No No	0.00 0.00 0.00
Metro D Desktop 3 INC000000577238 Liquo Metro D Desktop 3 INC000000577424 Liquo Metro D Desktop 3 INC000000577425 Liquo Metro D Desktop 3	Support Greg of Store 13 April Support Rod Tor Store 45 Expoport Rod Tor Store 36 April Support April Support Rod Tor Store 36 April Support Store 36 April Support Rod Tor Store 36 April	Clawson / oplication ucker / IS Hardware ucker /	Alcoholic Beverage Control None Alcoholic Beverage Control None	Low None Low		TTR Missed: TIR Missed: TTR Missed:	No No No	0.00
INC000000577238 Liquo Metro D Desktop : INC000000577424 Liquo Metro D Desktop : INC000000577425 Liquo Metro D Desktop :	or Store 13 Ap Support Rod T or Store 45 El Support Rod T or Store 36 Ap	oplication fucker / IS Hardware fucker /	None Alcoholic Beverage Control None	None Low		TIR Missed: TTR Missed:	No No	0.00
Metro D Desktop 3 INC000000577424 Liquo Metro D Desktop 3 INC000000577425 Liquo Metro D Desktop 3	Support Rod T or Store 45 Support Rod T or Store 36 Approximation	ucker / S Hardware ucker /	Alcoholic Beverage Control None	Low	Closed	TTR Missed:	No	
INC000000577424 Liquo Metro D Desktop : INC000000577425 Liquo Metro D Desktop :	or Store 45 El Support Rod T or Store 36 A	S Hardware ucker	None		Closed			0.00
Metro D Desktop 3 INC000000577425 Liquo Metro D Desktop 3	Support Rod T or Store 36 A	ucker /		None				
INC000000577425 Liquo Metro D Desktop	or Store 36 A _I		Alcoholic Beverage Control			TIR Missed:	No	0.00
Metro D Desktop			-	Low	Closed	TTR Missed:	No	0.00
	Support Rod T	oplication	None	None		TIR Missed:	No	0.00
INC000000577724 Liquo		ucker /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
	or Store 44 Po	C/Laptop	Error	Microsoft Windows	XP Profession	TIR Missed:	No	0.00
Metro D Desktop	Support Greg	Clawson /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000577876 Liquo	or Store 41 A	oplication	None	None		TIR Missed:	No	0.00
Metro D Desktop	Support Rod T	ucker /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000577987 Liquo	or Store 45 Po	C/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D Desktop	Support Greg	Clawson /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578014 Liquo	or Store 27 A	oplication	None	None		TIR Missed:	No	0.00
Metro D Desktop	Support Rod T	ucker /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578017 Liquo	or Store 13 El	S Hardware	None	None		TIR Missed:	No	0.00
Metro D Desktop	Support Rod T	ucker /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578020 Liquo	or Store 44 A	oplication	None	None		TIR Missed:	No	0.00
Metro D Desktop	Support Rod T	ucker /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578062 Liquo	or Store 10 A	oplication	None	None		TIR Missed:	No	0.00
Metro D Desktop	Support Rod T	ucker /	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578134 Liquo	or Store 27 A	oplication	Error	None		TIR Missed:	No	0.00
Metro D Desktop	Support Greg	Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578140 Liquo	or Store 44 Pi	rint/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop	Support Greg	Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00

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INC000000578170	Liquor Store 07	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578445	Sergio Squinonez	Network	Incident	Novell eDirectory		TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000578481	Katherine Birch	Application	Password	State Payroll Time	Entry System	TIR Missed:	No	0.00
Help Desk		Brenda Treadway	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578828	Liquor Store 07	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000578829	Liquor Store 45	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578840	Liquor Store 02	EIS Hardware	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578841	Liquor Store 27	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578849	Katherine Birch	None	None	State Payroll Time	Entry System	TIR Missed:	No	0.00
Help Desk		Tom Paden	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578853	Liquor Store 27	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578854	Liquor Store 27	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578855	Liquor Store 31	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000578856	Liquor Store 30	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000578857	Liquor Store 01	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578858	Liquor Store 35	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000578859	Liquor Store 42	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578860	Liquor Store 40	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000578870	Liquor Store 01	Application	None	None		TIR Missed:	No	0.00
Metro D Des	sktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00

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INC00000578871 L	iquor Store 11	Application	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000578877 L	iquor Store 04	Application	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000578881 L	iquor Store 44	Application	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000578882 L	iquor Store 16	Application	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC00000579076 L	iquor Store 34	Application	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000579613 L	iquor Store 27	Print/Copy/Scan/Fax	Incident	Triversity Point-	of-Sale	TIR Missed:	No	0.00
Metro D Desk	top Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000579742	iquor Store 29	Print/Copy/Scan/Fax	Incident	Triversity Point-	of-Sale	TIR Missed:	No	0.00
Metro D Desk	top Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000579858 L	iquor Store 39	Application	Error	Triversity Point-	of-Sale	TIR Missed:	No	0.00
Metro D Desk	top Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000580063	iquor Store 16	EIS Hardware	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000580065 T	ammy Bolte	EIS Hardware	PC/Laptop	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000580480 L	iquor Store 30	Application	Error	Triversity Point-	of-Sale	TIR Missed:	No	0.00
Metro D Desk	top Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000580601	Charlotte Evans	Application	Reporting	Novell eDirector	у	TIR Missed:	No	0.00
Metro D Desk	top Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000580688 L	iquor Store 24	EIS Hardware	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000580690 L	iquor Store 24	Application	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000581135	iquor Store 44	Application	None	None		TIR Missed:	No	0.00
Metro D Desk	top Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000581292 F	Ryan J Sorensen	Application	Error	Novell Client for	32-bit Window	s TIR Missed:	No	0.00
		I I D II	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
Metro D Help	Desk	John Robinson	Alcoholic beverage Contion	LOW	Resolved	i i k wisseu.	INO	0.00
<u>'</u>	Desk iquor Store 29	PC/Laptop	Hardware	None	Resolved	TIR Missed:	No	0.00

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INC00000583006 Liquor Store 42	Application	Error	Triversity Poir	t-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000583008 Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000583432 Liquor Store 26	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000583438 Liquor Store 01	Application	Reporting	Triversity Poir	t-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000583444 Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000583624 Liquor Store 04	Application	Error	Novell Group\	Vise	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000583791 Liquor Store 28	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000583885 Ryan J Sorensen	Application	Error	Access Point		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.22
INC00000584086 Liquor Store 38	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000584176 Liquor Store 14	Application	Reporting	None		TIR Missed: No	0.28
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.28
INC00000584273 keith zuspin	None	None	None		TIR Missed: No	0.00
Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000584450 Liquor Store 41	Application	Error	Triversity Poir	t-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000584451 Liquor Store 38	Application	Error	Triversity Poir	t-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000584458 Liquor Store 38	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC00000584522 Anita Knowley	Network	Error	Novell Client f	or 32-bit Window	s TIR Missed: No	0.66
Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	1.40
INC00000584720 Liquor Store 38	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000584723 Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000584875 Keith Zuspa Metro D Desktop Suppo INC000000584903 Cindy L Ho Application Support INC000000585125 Liquor Store Metro D Desktop Suppo	rt Greg Clawson	Performance Alcoholic Beverage Control None	Low	dows XP Profession Resolved	TIR Missed: TTR Missed:		0.28 12.32
INC000000584903 Cindy L Ho Application Support INC000000585125 Liquor Store Metro D Desktop Suppo	mes None			Resolved	TTR Missed:	Yes	12.32
Application Support INC000000585125 Liquor Store Metro D Desktop Suppo		None	Nan-				
INC000000585125 Liquor Store Metro D Desktop Suppo	Wayne Andersen		None		TIR Missed:	No	0.00
Metro D Desktop Suppo		Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
	e 41 PC/Laptop	Hardware	None		TIR Missed:	No	0.00
INCOMMENSAGE Liquer Ctor	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000585126 Liquor Store	e 28 Network	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000585127 Liquor Store	e 23 Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000585139 Liquor Store	e 21 Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000585141 Liquor Store	e 26 Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000585501 Liquor Store	e 19 Application	Error	Surveillix Sur	veillance Systems	TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000585546 Benjamin B	uys None	None	None		TIR Missed:	No	0.00
Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000585634 Liquor Store	e 15 Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000585637 Liquor Store	e 05 Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000585638 Liquor Store	e 19 Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000585639 Liquor Store	e 37 Application	Error	Triversity Poir	nt-of-Sale	TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC00000585684 Liquor Store	e 31 Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000585685 Liquor Store	e 37 Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000585686 Liquor Store	e 12 Application	Error	None		TIR Missed:	No	0.00
Metro D Desktop Suppo	rt Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000585687 Liquor Store	e 01 Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Suppo		Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00

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INC000000585689	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585690	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585692	Liquor Store 05	Application	Error	Triversity Poin	t-of-Sale	TIR Missed: No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585693	Liquor Store 23	Application	Error	None		TIR Missed: No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585694	Liquor Store 32	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D De	esktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585730	Cindy L Holmes	None	None	None		TIR Missed: No	0.00
Application	Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00